

APPLICATION SERVICE PROVIDER UPGRADES**ABSTRACT**

5 A method and implementing system are provided in which customers of an Application Service Provider (ASP) are enabled to access an upgraded version of a software application being used by the customer without interfering with the use and access by the customer of the current
10 version of the software application for which the upgrade is offered. In an exemplary embodiment, a customer is notified that an upgraded version of an application accessed by the customer is available for testing. The customer is enabled to input whether the customer wishes to test the upgraded
15 application version. If the customer selects to test the upgraded version, the customer is made aware of an upgrade site or address which is arranged to host the upgrade. The customer is further enabled to access the upgrade site to access and test the upgraded application. The
20 customer/tester is also enabled to provide feedback to the ASP regarding the features and feasibility of the upgraded application, and the feedback is automatically analyzed to make a determination as to the release-readiness of the upgrade software.